Annual Report

Governor's Office for Technology

GOT

July 1, 2002 - June 30, 2003

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During this past year we have been focused on two primary issues: security and cost reduction. As the budget situation for the Commonwealth has remained difficult, we have looked for ways to contain or reduce our operating expenses. This has been a challenge because in many cases we do not control the cost or the events in our business. The cost of software continues to increase and when equipment becomes outdated or breaks, it needs to be replaced or fixed. But, we continue to consolidate our environments in GOT and the agencies wherever feasible. Consolidation through our shared services allows us to eliminate redundant hardware, decrease software costs, and reduce support expenses.

Security remains and will continue to be an issue for everyone in state government. We have made progress during the last year and this is one of the few areas where we are making investments. The attacks on our computing environment are now more frequent and severe. To ensure that we improve, we have laid out a new security blueprint for the computing environment that includes hardware and software investments, a new governance model, and also employee accountability. Various aspects of this blueprint are now being implemented.

While keeping our focus on security and cost reduction, we must continue to maintain and improve our service to all of our customers. State government employees are dependent on us to provide the tools to do their jobs. Citizens and businesses look for ways to interact with state government everyday, all day. The launch of the redesigned Kentucky.gov portal and our contract with Kentucky Interactive will allow us to enhance and expand the Commonwealth's electronic service offerings to both citizens and businesses. This is one of our best opportunities to balance service and cost reduction.

We believe we continue to take the management and business steps necessary to position GOT to take advantage of the opportunities that will arise as we face the budget and technology challenges that lie ahead.

Aldona Valicenti
Chief Information Officer
Commonwealth of Kentucky

Introduction to GOT

Kentucky hired its first chief information officer, Aldona Valicenti, in December of 1997. Soon after, the Governor's Office for Technology (GOT) was established. Previously known as the Department of Information Services (DIS), the vision for the Governor's Office for Technology was expanded beyond that of a service driven organization to include technology leadership from an enterprise perspective.

Today, GOT continues to promote the idea of an enterprise approach to technology in state government. CIOs from each cabinet or agency meet on a monthly basis to discuss and adopt enterprise architecture, standards and policies to simplify integration, build a consistent infrastructure, and generally allow greater efficiencies in the development of technology solutions. The ultimate goal is to improve the experience of GOT's customers, both inside state government and to the citizens and businesses of Kentucky.

GOT can be found in many areas of state government, from helping to develop e-government services for the state's homepage, http://kentucky.gov, to helping Kentucky's 911 centers locate wireless callers in an emergency. GOT is responsible for Kentucky's Information Highway which delivers telecommunications services to all 120 Kentucky counties in such areas as the courts, libraries and schools. And GOT is helping develop best practices for technology in the areas of wireless communications, IT security, criminal justice, telehealth, GIS, public safety and homeland security.

Strategic Plan

GOT's strategic plan or roadmap, is a living document that outlines goals, strategies and actions for GOT employees. The roadmap outlines where GOT is headed as an organization and on what specific areas of technology GOT is focused.

Mission

To provide technical leadership in meeting the needs of Kentucky's citizens by addressing business opportunities through the effective use of technology.

Core Values

Customer Service
We are committed to placing our customers first. We will make the process and cultural changes required to improve the quality of our service and allow the Governor's Office for Technology (GOT) to become the IT Business Partner of Choice.

Quality
We are committed to responsive and reliable service that provides satisfaction and value to internal and external customers.

Integrity
We are committed to conducting business with ethical standards and strong work ethics while displaying mutual respect for all employees and customers.

Partnership
We are committed to working together in each office and with our customers by being flexible and cooperative, having a positive attitude and providing open communication and mutual support.
Leadership - We are committed to proactive, visionary leadership that inspires and enables the achievement of common goals, recognizes employees as our most valuable resource, and promotes involvement, skill advancement, and continuous learning.

Professionalism
We are committed to being technically knowledgeable, innovative and creative in the pursuit of our mission, clearly communicating ideas and showing respect for the diverse views of our customers.

Vision: The IT Business Partner of Choice
We strive to bring this vision to fruition by aspiring to be an organization that is:
• A trusted business partner with our customers.

- Recognized as a center of expertise for information technology.
- A catalyst for emerging technologies.
- A desirable place to work, maintaining an environment where employees may excel.

Office of Infrastructure Services (OIS)
Quick View

GOT's Office of Infrastructure Services (OIS) handles a wide range of services for the Commonwealth including desktop, network and telecommunication services that support individuals and systems statewide. These services include the operation of the Commonwealth's enterprise computing environment, the e-mail system which includes 100,000 e-mail accounts producing over 100 million messages a month with 45,000 users in the Enterprise messaging system, and daily operation of the Commonwealth Data Center.

OIS operates and maintains the Kentucky Information Highway (KIH) which provides Internet, interactive video, voice and data services to state and local government agencies in all 120 Kentucky counties. In addition, OIS provides support for end-users and maintains performance metrics defined in the infrastructure service level agreements.

GOT continues to increase operational and strategic efforts surrounding the security of the Commonwealth's network infrastructure by utilizing firewalls, intrusion detection systems (IDS), and virtual private networking (VPN). Numerous agencies are now utilizing these services offered by GOT to protect their applications, systems, and/or locations from external threats and vulnerabilities.

Server administration services continue to grow with the number of servers supported over 100, with UNIX servers making up about one third and NT servers comprising about two thirds. Some of the major applications hosted at the Commonwealth Data Center include the Management Administrative and Reporting System (MARS), the Workers Information SysTem (TWIST), Kentucky's Electronic Workplace for Employment Services (KEWES), and the Employ Kentucky Operating System (EKOS). GOT also supports Kentucky's large, shared mainframe computer which processed over 1.4 billion online transactions last year, nearly a 10% increase in workload over the previous year.

The Central Services branch, in support of the customers of the Commonwealth Data Center (CDC), provide for custodial management of 650,000 batch processes and 150,000 time-sharing sessions (TSO). They operate the state's enterprise z/OS mainframe server, 60 NT servers and 38 UNIX servers. Our Production Services Branch manage 75 batch systems that run mostly on the enterprise server. These systems account for over 185,250 batch jobs. Each and every night these systems support the citizens of the Commonwealth and annually produce payments close to 4 billion dollars. The Campus Services Branch produce printed output that directly supports these systems and the payment process.

Major Projects/Initiatives

Active Directory
In the past fiscal year, GOT continued working with agencies to develop and support an Active Directory (AD) system that will improve the availability of shared resources across the different areas of state government. GOT will be moving to the Active Directory system the early part of 2004. Active Directory has many benefits, including allowing security policies to be remotely pushed out to all users/devices from a central point without visiting each workstation or site which will provide a more secure work environment.

Enterprise E-Mail Messaging Service
Enterprise E-Mail Messaging has approximately 45,000 users participating in the Shared Services. The Service utilizes 40 Microsoft Exchange servers and transports up to three million messages per day.

Enterprise Messaging Virus Protection

McAfee's WebShield software was implemented to scan messages received from the Internet. WebShield now scans over 100,000 messages per day from the Internet and cleans any virus that may be attached.

Enterprise FAX Service

625 users are now participating in this service and send 55,000 faxes per month from their desktop while receiving 9,000 faxes.

Wireless Messaging

As more and more Commonwealth employees have the need to stay connected away from the office, Wireless Messaging is offered as an extension to the Enterprise E-Mail Messaging Service. Nearly 400 users have subscribed using a handheld device called a Blackberry manufactured by Research In Motion Limited. Users may receive and send message as well as maintain scheduling needs from most first and second class cities in the United States.

Wireless Initiatives

House Bill 309 passed the 2003 General Assembly creating the Kentucky Wireless Interoperability Executive Committee. The charge of this committee is to address communications interoperability, a homeland security issue critical to the ability of public safety first responders to communicate with each other by radio and to advise and make recommendations to the chief information officer of the Commonwealth regarding strategic wireless initiatives. GOT continues to take an active role in partnerships with various state and local agencies on interoperable public safety communications and wireless technologies as well as The Center for Rural Development which plans to implement a 42 county wireless mobile data system in southeast Kentucky in the coming months.

Public Key Infrastructure (PKI)

Testing and a pilot of a more secure way for businesses and eventually citizens to do business electronically with the Commonwealth was implemented in the fall of 2002. Using PKI, agencies will increase security related to online transactions and email using digital certificates to verify identity.

Business Continuity

In an effort to reduce the risk of business interruption in the case of a disaster, GOT began implementing plans for securing a backup facility or hotsite for critical IT systems. Completion of the plan is expected in the spring of 2004.

Enterprise Policies

The following IT Security Enterprise Policies were released:
- Sanitization of IT Equipment & Electronic Media Policy
- Intranet Wireless LAN Policy
- Firewall and Virtual Private Network Administration Policy

Security Alerts and Newsletters

Delivered to state agencies and GOT employees on a daily and monthly basis.

Planning for Content Security Management

To reduce the threat of cyber attacks, viruses and SPAM, GOT began planning for the release of an request for proposal (RFP) for content security management from an enterprise level. A contract is expected to be in place in late 2003 or early 2004 .

Office of Consulting and Project Management (OCPM)

Quick View

The Office of Consulting and Project Management (OCPM) provides comprehensive systems analysis, design, and development services, and applications consulting services to state agencies. OCPM provides a wide range of cost effective solutions, including: automation of new services, integration of diverse management systems, and enhancement of existing systems. They support a broad range of technical environments across the Commonwealth including: Windows NT, Unix, and Z/OS using many languages - Java, VB, .Net, Cobol, SAS, and more.

Major Projects/Initiatives

Kentucky Automated Management and Eligibility System (KAMES)

Changes were made to the KAMES system to comply with federal HIPAA regulations. The modification included changes to the majority of the system procedures and was developed and submitted to the agency testing organization on schedule. Implementation is planned for September 1, 2003. Branch staff also facilitated a HIPAA Work Group, which was an inter-agency group that met monthly to discuss HIPAA issues and share information regarding HIPAA compliance.

Medicaid Cost Containment

Several work requests were completed to accomplish cost containment initiatives for the Cabinet for Health Services Medicaid system. Although work is continuing currently in this area, multiple requests were completed including, but not limited to, adding additional co-pay requirements, limiting managed care medical cards, adding a new disqualification code, modifying spend-down patient liability and changing KenPac provider assignment algorithms.

Active Claims System (KCA) and Inactive Claims System (KCL)

Numerous enhancements to the Kentucky Claims systems and major modifications of the interface between Claims and the Treasury Offset Program (TOP) have produced a substantial increase in collections.   These improvements, combined with the automation of the FNS-209 reporting process, have resulted in a letter from the federal Food and Nutrition Service commending claims staff for "significant improvements made in the claims management process."

Kentucky Automated Support and Enforcement System (KASES)

• State Directory of New Hire Project

This system enhancement allows for automatic updates from the state's directory of new hires. The enhancement automated a manual process and automatically updates employment information on absent parents and starts automatic wage withholding if required. The elimination of the manual process resulted in a significant time savings for the child support worker.

• Central Data Repository (CDR) Project

This system enhancement allows for daily updates from KASES on demographic data elements. The information from KASES is loaded onto the CDR database where data exists from three other Cabinet for Families and Children systems (KAMES, TWIST and child care system). The CDR is used as a common database for these 4 CFC systems. It provides a means for performing data integrity and will provide report generation across all systems. In the future, it will be used to identify individuals in multiple systems and assist in reducing duplicate data in the systems.

The Workers Information System (TWIST)

Major enhancements and functionality changes in TWIST have been implemented. Improvements to the Adoptions Project include a case driven component that leads users through the termination of parental rights, adoptive placement and adoption finalization and case sealing.   The Court Screens were modified and improved to accurately capture critical court information. And new functionality was added to the Children's Trust Fund screens improving how children's trust fund dollars are managed and dispersed.

Management Administrative Reporting System (MARS)

Accomplishments related to MARS for the year include numerous application and support software updates, as well as hardware upgrades. The GOT MARS support team successfully implemented one Advantage update, three Procurement Desktop (PD) updates, and one MARS budgeting system (Brass) update during FY2003. During that same timeframe, they also performed hardware replacement of six Seagate Info servers on November 11, 2002 and one Advantage/PD batch process server on December 6, 2002. All of these servers were built and implemented with the Windows 2000 Operating System. In addition, planning for the replacement of the MARS UNIX server hardware from the IBM SP2 and S80 platforms to the IBM 7038-650s architecture was implemented.

Unified Criminal Justice System (UCJIS)

The mission of the UCJIS is to provide for the collection and availability of accurate up-to-date information relating to individuals charged with or convicted of a criminal offense in a timely and easily accessible manner while maintaining appropriate security and privacy standards. The UCJIS Subcommittee meets monthly to review, report and monitor UCJIS projects. In FY-03, progress was made on the following UCJIS projects:

• **Computerized Criminal History Project** - Scheduled to launch in October of 2003, the system captures more detailed offender information, creates automatic quality control checks, improves search features to increase the speed and likelihood of getting a hit and uses a new state-of-the-art database.

• **Wireless Pilots** – The goal of the wireless pilot is to improve the effectiveness of law enforcement throughout eastern Kentucky through the integration of technologies that enable local law enforcement agencies to access and share criminal justice information. This pilot project, developed in conjunction with the Center for Rural Development and other state law enforcement agencies, was completed in June of 2003 and paves the way for the statewide wireless interoperability initiative.

• **E-Warrants Pilot** – Work continued in the first phases of an e-warrants pilot providing for an effective, streamlined process for the issuance, tracking, and clearance of warrants, summonses, and related documents.

• **RMS/CAD** – Progress continued on a Records Management System (RMS) and Computer Aided Dispatch (CAD) system for Kentucky State Police. The new RMS/CAD system will improve crime analysis, mapping, management, and administrative reporting. The scope of the RMS/CAD project is to implement RMS and CAD systems in all sixteen (16) KSP Post Communication Centers and to implement Mobile Data computers for all trooper units.

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- **E-Citation** - The primary goal of the Electronic Citation Demonstration Project is the ability to share and leverage citation information between agencies using new and innovative technologies such as wireless, mobile data terminals (MDTs) and electronic interfaces.

Tax Amnesty

The Tax Amnesty system developed by GOT for the Kentucky Revenue Cabinet was implemented in July 2002. The period during which taxpayers could file for Tax Amnesty was August 1, 2002 through September 30, 2002. After the official end of Tax Amnesty the Kentucky Revenue Cabinet worked through the remainder of the fiscal year processing applications, payments and creating bills with additional penalties, if applicable. The system will no longer be updated as of August 31, 2003 but will remain available to KRC employees for inquiry purposes indefinitely. The original projection for money to be collected as a result of Tax Amnesty was $20,000,000. Through August 15, 2003, the amount that has been collected is $123,348,952.41.

Drivers License System

At the end of 2002, the team that supports the Transportation Cabinet's Drivers Licensing Division implemented House Bill 188. Now the drivers license system keeps track of Immigration and Naturalization Service (INS) information. Due to concerns from 9/11 and homeland security, drivers license applicants will be asked questions concerning citizenship and permanent residence. There were almost 2,000 INS numbers added to the drivers license system the first month it was implemented.

Automated Licensing & Taxation System (ALTS)

This past fiscal year ALTS was enhanced to better support Transportation. GOT Web-enabled overweight/over dimension trucking permits now account for 75-80% of permit applications. This is a huge reduction in the workload for the Motor Carriers Division.

Kentucky Children's Advocacy Centers' Client Information Tracking System

The Governor's Office of Child Abuse and Domestic Violence Services, Kentucky Children's Advocacy Centers' and GOT developed a Web-based case tracking system to maintain data on children alleged to have been sexually abused.

The Kentucky Children's Advocacy Centers' are the primary users of the system. The Centers assist in the coordination of investigative interviews of abused and neglected children with law enforcement officers and social workers from the Department for Community Based Services.

The Case Tracking System allows each Center throughout the state to enter and track data for each client and their family members treated.

The system also tracks alleged offender information, statistics for grant application and reporting, and demographic information for Center staff members and any individual associated with the treatment and well being of children alleged to have been sexually abused.

Mines and Minerals Common System

On March 1, 2003, the Department of Mines and Minerals and GOT developed and implemented the Mines and Minerals Common System. This system has consolidated data from various departments within Mines and Minerals into a central database. This system has provided customers with the capability to generate mine licenses, blaster licenses and blaster permits. The system allows the customer to assess training needs and keep track of training acquired by the miners. The Safety Analysis module keeps track of inspections and accidents reported for mines.

GenePay

The Generic E-pay is used in applications to allow the collection of credit card payments with minimal effort. Genepay allows applications to submit two amounts and two smart codes to the ePayment gateway. GenePay will collect the credit card information and submit the amounts, smart code and credit card information to the gateway. GenePay will allow processing of credit cards, eChecks and ACH debits.

Kentucky Board of Nursing

The second phase to the KBN project was license renewal. The KBN license renewal process was moved into production to allow the renewal of nursing licenses starting in July 2003.

Web Accessibility and Standardization

GOT continued to work with agencies to help develop Websites that conform to enterprise standards for a common look and feel and accessibility.

511 Traffic and Travel Information - www.511.ky.gov

The Transportation Cabinet and GOT replaced the Road Condition Reporting System with the 511 Traffic and Travel Information system. This new system is comprised of 3 components; the Condition Acquisition and Reporting System (CARS), the 511 Interactive Voice Response (IVR) phone system, and the Web site at www.511.ky.gov. After launching the system in November 2002, until the end of June 2003, over 500,000 calls were received.

eClearinghouse

In cooperation with the Department of Local Government, the Kentucky Infrastructure Authority, the Natural Resources and Environmental Protection Cabinet and the Public Services Commission and as a result of the Governor's 20/20 Water plan, GOT worked to develop a "one-stop shop" portal for all state and federal funding assistance applications submitted in Kentucky. The eClearinghouse portal allows water and wastewater funding assistance applications to be submitted online, provides electronic assignment and review of applications by state review agencies, and permits the collection of funding decisions by federal and state funding agencies.

KEWES

During the past year, Kentucky's Electronic Workplace for Employment Services (KEWES) has implemented workflow and imaging functionality in the area of UI tax collections. Internet filing of UI initial and continued claims is currently being piloted in the Frankfort Local Office, with statewide rollout scheduled to begin November 5, 2003 and be completed by the end of the month.

Office of Policy and Customer Relations (OPCR)

Quick View

The Office of Policy and Customer Relations is responsible for statewide strategic information technology planning and the formulation of information technology policy. Other responsibilities include managing the enterprise architecture and standards, enterprise capacity planning, performance measurement, IT research and development. Customer relations activities include enterprise technical training, educational seminars, knowledge management and customer and vendor relationship management. The three divisions in this Office are the Divisions of Planning and Architecture, IT Training, and Customer Relationship Management.

Major Projects/Initiatives

Organizational Learning and Employee Development

During FY 03, the Division was responsible for the professional development of 5,385 employees through the coordination and delivery of desktop training on Microsoft Office, Macromedia and Adobe products, technical certification training on Microsoft, Oracle and Certified Internet Webmaster curriculums, as well as Emerging Technology Symposiums covering topics such as Customer Relationship Management, and Oracle. Internal GOT employee development was supported through Lunch-n-Learn sessions, which promoted education and awareness regarding major GOT enterprise level initiatives dealing with Homeland Security, Content Security Management as well as other cutting edge IT topics. The Division directly trained 60% of the state and local government employees participating in IT courses, an 8% increase over last year, while increasing its customer satisfaction rating from 80% to 88%. The goals of organizational excellence and performance improvement continue to be the business principles guiding the Training Division's support of learning and employee development throughout the enterprise.

GOT Implements New Business Practices and Tools to Improve Service Delivery

To make improvements in the operational analytical area, GOT established a new process improvement team (Internal

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Systems Team) to improve GOT's Web presence, service delivery process and the management of GOT's internal business systems.   The GOT metrics initiative also continues and has been expanded to cover point of service (development projects, equipment installation, etc.) activities. The continued collection of customer satisfaction information for our 9 major service areas has become a major management tool to identify problems and take corrective action. Team achievements include:

- Establishment of the GOT Integration Officer (GXO) Position/Function
- Implemented weekly meetings to focus on improving Internal Systems
- Completion of a detailed inventory of existing business systems
- Published a policy on the management of Internal Systems
- Developed a Project Portfolio management tool
- Developing standards for customer identity to be used in all GOT systems
- Deploying an electronic bill presentment system for GOT customers
- Developing an Web-enabled customer request system

The major goal of the GOT Integration Officers (GXO) and the Internal Systems Team is to simplify, integrate and improve the management of GOT's internal systems and improvement projects. The private sector uses the project portfolio management process to organize strategic management information in summary fashion to allow the easy review of current/planned projects. This format makes it easier to identify duplicative efforts, pinpoint projects that need special consideration and to focus management attention and resources on strategic initiatives and problem areas.

Advancing the Enterprise Architecture

The governance and administration of the enterprise architecture process remains a key focus for GOT. Major revisions to the enterprise architecture framework were completed during the past fiscal year. The framework makes it easier for all agencies to access and understand the complexity of the IT environment. Architectural domains or categories of information technology disciplines and standards were added and revised. For example, @ky.gov was adopted as the Internet naming convention for all agencies to present a easy to remember and consistent name for Internet sites. Measuring progress is an important component of advancing the architecture, often completed through assessments and surveys. A major IT security assessment and compliance monitoring for Website design and accessibility were completed.

Office of Human Resources, Management and Development (OHRMD)

Quick View

The Office of Human Resources, Management and Development (OHRMD) determines the major human resources needs, strategies and philosophies for GOT. The office is responsible for recruitment, recognition, retention and the professional development of all GOT employees. OHRMD realizes that GOT employees are their customers and understands the need to serve them in many areas from improving workplace environment to personal growth and development.

Major Projects/Initiatives

Skills Management Project

GOT is one of the first government agencies to adopt an on-line skill system, SkillQuest, as an organizational and employee development tool. This system identifies the skills that are required for optimum performance, calculates skill gaps based on employee self-assessment and contains an individual development plan created by the employee and manager.

This year's focus for the project has been to refine the skill list to adapt to GOT's current skill requirements and to add a resource library to the system so that employees can find various types of learning resources to use in upgrading specific skills. In addition, a standing Skills Advisory Board has been created within GOT that reviews the data from the system and recommends strategic organizational learning policies and practices to executive management for the purpose of creating a continuous learning environment for GOT employees.

Succession Planning/ Knowledge Transfer

GOT is piloting a knowledge transfer/succession planning program created by GSC and the Center for Excellence in Government. The program uses a structured interview technique to identify the roles, competencies, and critical

organizational knowledge held by key individuals. The information is used to identify critical knowledge gap areas so that learning plans can be created to transfer the knowledge to others within the organization.

GOT Leadership

GOT began planning leadership training in February 2003 and is launching its first GOT Leadership class in November 2003. The purpose is to improve organizational communication lines, increase knowledge transfer and provide mentoring in leadership skills. This is intended as an on-going program focused on employees who are in the early stages of their careers at GOT. The class will participate in a series of six monthly one-day workshop sessions where issues in government information technology and GOT are presented. It will also introduce basic leadership competencies and techniques. Each GOT Leadership class will produce a work product for GOT's use.

Employee Recognition Program

The Employee Recognition Program was implemented on July 1, 2002. This successful program gave GOT an opportunity to let our employees know that their hard work and dedication to this organization was not unnoticed. Employees were given the opportunity to participate by nominating their fellow co-workers and by voting for Employee of the Year. Awards and recognition were given to twelve employees, three for each quarter in the fiscal year.   Award winners received a surprise visit from the CIO, a nights lodging at a state park or a reserved parking space. Managers also participated by nominating a fellow co-worker for Manager of the Year. Employee of Year and Manager of the Year were announced and recognized at the GOT picnic.

Background Checks Performed

Effective July 1, 2003, background checks on potential GOT employees became policy.   This effort will assist GOT in providing a safe and secure working environment by minimizing any threats of harm to GOT employees, data resources and the Commonwealth.

Office of Administrative Services (OAS)

Quick View

The Office of Administrative Services (OAS) is responsible for the financial and business operations of the Governor's Office for Technology. These duties include the preparation of the biennial budget request, fiscal administration, procurement assistance, technology contract management, asset management and facilities support. Revenue for the GOT is derived primarily from agency receipts. This office is responsible for establishing and maintaining a federally approved cost allocation plan in which each state agency shares in the cost of services provided by GOT.

Major Projects/Initiatives

Technology Contract Management

The OAS is charged with the development, implementation and management of technology contracts, including enterprise-level (statewide) technology contracts used by all executive branch agencies, with optional usage by state and local governments and local school districts. Current statewide initiatives include:

1. The development and implementation of new Strategic Alliance Services (SAS) contracts for deliverables-based IT projects.
2. The development and implementation of new Systems Development Services (SDS) contracts for hourly-based IT services.
3. The development and implementation of a new Microsoft reseller contract for Microsoft products.

Facilities Support

The OAS is responsible for coordinating with Finance Facilities on oversight and maintenance of GOT facilities. Currently, a major initiative to upgrade the physical security of the Commonwealth Data Center is underway. When finished, the physical entrance into the CDC will be upgraded to welcome visitors in a secure vestibule, restricted parking will be

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enacted, perimeter security will be enhanced, and improved exterior lightning will allow the CDC to embrace tighter security guidelines required in today's security climate.

E-Bill
OAS is in the process of presenting the monthly computer billing services billing in an electronic format. During FY 03, many executive branch agencies started accessing the e-bill.

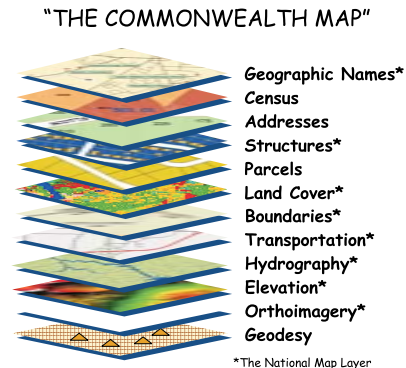# Office of Geographic Information (OGI)

Quick View
The Office of Geographic Information (OGI) is responsible for encouraging, coordinating, and implementing geographic information systems (GIS) programs within the Commonwealth of Kentucky. OGI works with both state and local government, and serves as a liaison to federal mapping agencies. Activities include strategic planning, project management, technical and administrative support, dissemination of spatial data, education and training, research, and policy development. OGI also provides staffing and technical assistance for Kentucky's Geographic Information Advisory Council (GIAC). OGI was established by Kentucky Revised Statute 42.650 in July of 1994 within the Finance and Administration Cabinet. On October 1, 1999, the office became part of the Governor's Office for Technology.

Major Projects/Initiatives

The Commonwealth Map

The Commonwealth Map will be a twelve layer statewide digital basemap available free via the Internet for interactive mapping and geographic data querying and downloading. As a collaborative effort of local, state, and federal partners, this initiative is designed to facilitate public, non-profit, and private sector GIS development, utilization, innovation, and data sharing. The Commonwealth Map will serve as Kentucky's contribution to The National Map and has eight spatial layers: orthoimagery, elevation, hydrography, transportation, boundaries, land cover, structures, and geographic names.

In April, 1995, the Geographic Information Advisory Council (GIAC) and OGI adopted a strategy to develop a statewide digital basemap composed of six layers: geodetic control, orthoimagery, elevation, hydrography, transportation, and administrative boundaries. All six layers are nearly complete. In June, 2003, GIAC endorsed a proposal by OGI to add six new layers to the statewide basemap and to participate with the United States Geological Survey in the National Map. The six additional layers are land cover, parcels, structures, addresses, census, and geographic names.

"THE COMMONWEALTH MAP"

Geographic Names*
Census
Addresses
Structures*
Parcels
Land Cover*
Boundaries*
Transportation*
Hydrography*
Elevation*
Orthoimagery*
Geodesy

*The National Map Layer

National Hydrography Dataset

With the completion of the National Hydrography Dataset (NHD) project in 2003 the Commonwealth of Kentucky has become the first state in the continental U.S. to complete a highly detailed digital map of its streams, rivers, and other surface waterbodies statewide. The new 1:24,000 scale surface water digital map represents a significant improvement in mapping accuracy. This accomplishment, completed through a partnership program with the U.S. Geological Survey initiated in 1998, adds another valuable layer to Kentucky's statewide digital basemap (The Commonwealth Map).

The new NHD allows for advanced GIS applications by creating a comprehensive hydrologic network so that all surface water can be modeled to flow from the stream headwaters to the rivers flowing out of the state. It is also possible to directly link water information such as water chemistry, flow rates, and fish habitat to this network to determine the contributing upstream and affected downstream flow paths. The high resolution NHD is still in production for the rest of the country, with Kentucky joining Hawaii as the first states to be completed.

Kentucky Landscape Snapshot

In 2001, the National Aeronautics and Space Administration (NASA) awarded a three-year, $1.3 million grant to GOT and a project team composed of the Kentucky Department for Natural Resources, Division of Forestry, Division of Conservation, Kentucky State Nature Preserves Commission, Daniel Boone National Forest, U.S. Geological Survey, and Space Imaging, LLC. The Kentucky Landscape Snapshot (KLS) grant will help the state obtain an inventory of its forests, and a clear picture of urban and rural landscapes from which future changes can be assessed. Work on the project began in 2002 and is scheduled to be completed in 2005.

During the first part of the project, team members are creating the National Land Cover Dataset (NLCD) which includes two very useful datasets-imperviousness and canopy closure. Both datasets will play a key role in small-scale watershed modeling and synoptic permit review by Kentucky's federal, state, and local government personnel. When the NLCD classification is complete, the state will develop the Kentucky Land Cover Dataset (KLCD), which will provide even more detailed forest-type classifications.

The KLS Project also has an urban component. One-meter satellite imagery from Space Imaging's IKONOS satellite was collected for McLean and Pulaski counties, and .25 meter aerial imagery for the urban areas of the two pilot counties. The IKONOS imagery will be turned into an urban GIS land-cover dataset for these communities to use in county and city land-use planning.

See OGI Website: http://ogi.ky.gov
See GIAC Website: http://giac.ky.gov
See Smart Growth Website:: http://smartgrowth.ky.gov
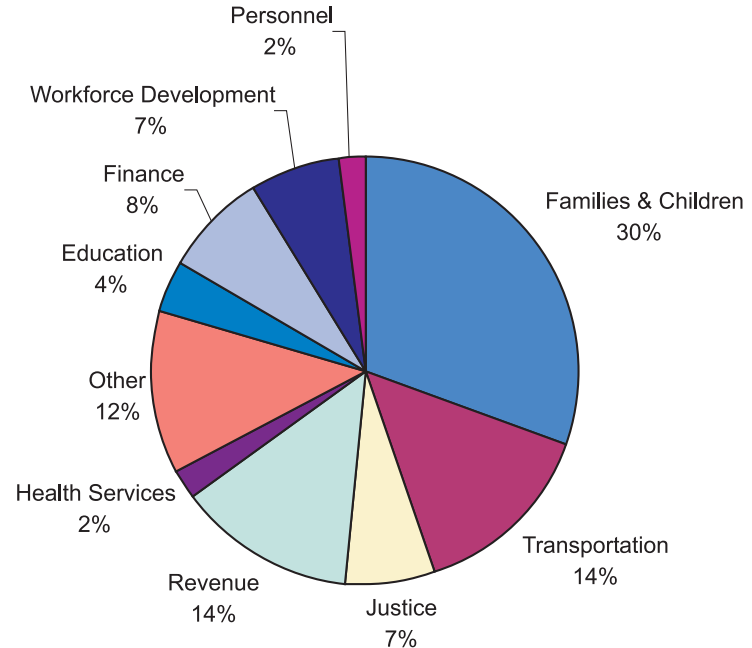See USGS's Landcover Website: http://landcover.usgs.gov

Financials

GOT's operational budget does not receive any appropriations and is operated from restricted agency funds. The Executive Cabinet agencies are our main customers but services are also provided to public and private universities and schools, nonprofit organizations and local government entities.

Fiscal Year Ending June 30, 2003

Families & Children	18,005,911
Transportation	8,294,366
Justice	3,888,741
Revenue	7,995,903
Health Services	1,349,877
Other	7,272,504
Education	2,199,778
Finance	4,716,537
Workforce Development	4,010,453
Personnel	1,083,540
Total:	58,817,611

*includes fixed costs and external agencies
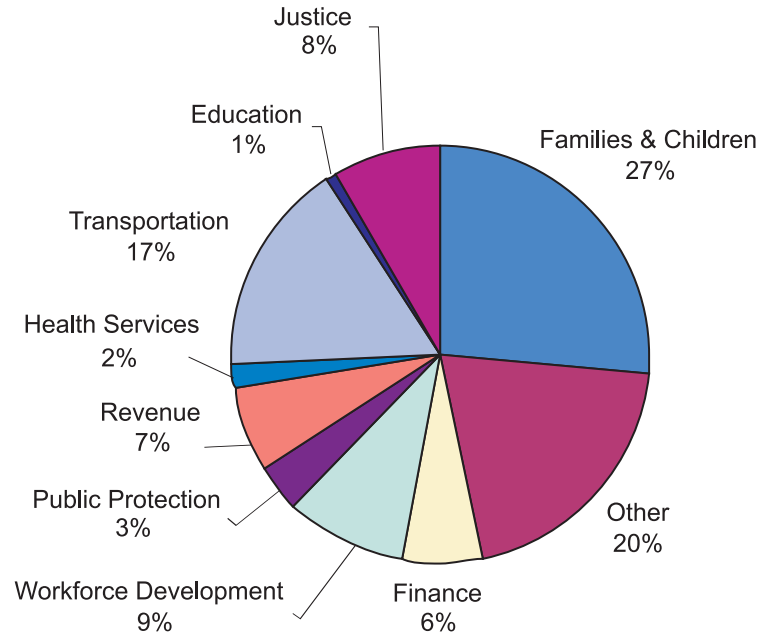
**RATED REVENUE BY AGENCY
YTD AS OF JUNE 2003**

- Personnel 2%
- Workforce Development 7%
- Finance 8%
- Education 4%
- Other 12%
- Health Services 2%
- Revenue 14%
- Justice 7%
- Transportation 14%
- Families & Children 30%

Fiscal Year Ending June 30, 2003

Families & Children	6,356,833
Other	4,727,401
Finance	1,522,203
Workforce Development	2,199,291
Public Protection	763,894
Revenue	1,692,277
Health Services	447,672
Transportation	4,039,200
Education	174,367
Justice	1,936,558
Total:	23,859,695

*includes externals

**PASS-THROUGH RECEIPTS BY AGENCY
YTD AS OF JUNE 2003**

Justice 8%
Education 1%
Families & Children 27%
Transportation 17%
Health Services 2%
Revenue 7%
Public Protection 3%
Workforce Development 9%
Finance 6%
Other 20%

Fiscal Year Ending June 30, 2003

Consulting Services	9,075,992
Server Support	960,865
On-line Transaction	12,132,825
Print Services	2,073,730
CPU Process Charge	11,843,854
Data Storage Services	3,840,108
Info Highway Services	10,042,091
Telecom Services	6,432,747
KEWS	1,556,559
Training	192,285
Geographical Information Systems	250,000
Other	403,220
Total:	58,804,276

Consulting Services include Prof. Support Services I, II, DBA and Infrastructure Consulting Services.

Print Services include Print, View Direct and Production Services.

Data Storage Services include Tape and Disk Storage.

RATED REVENUE BY SERVICE YTD AS OF JUNE 2003

- Training 0%
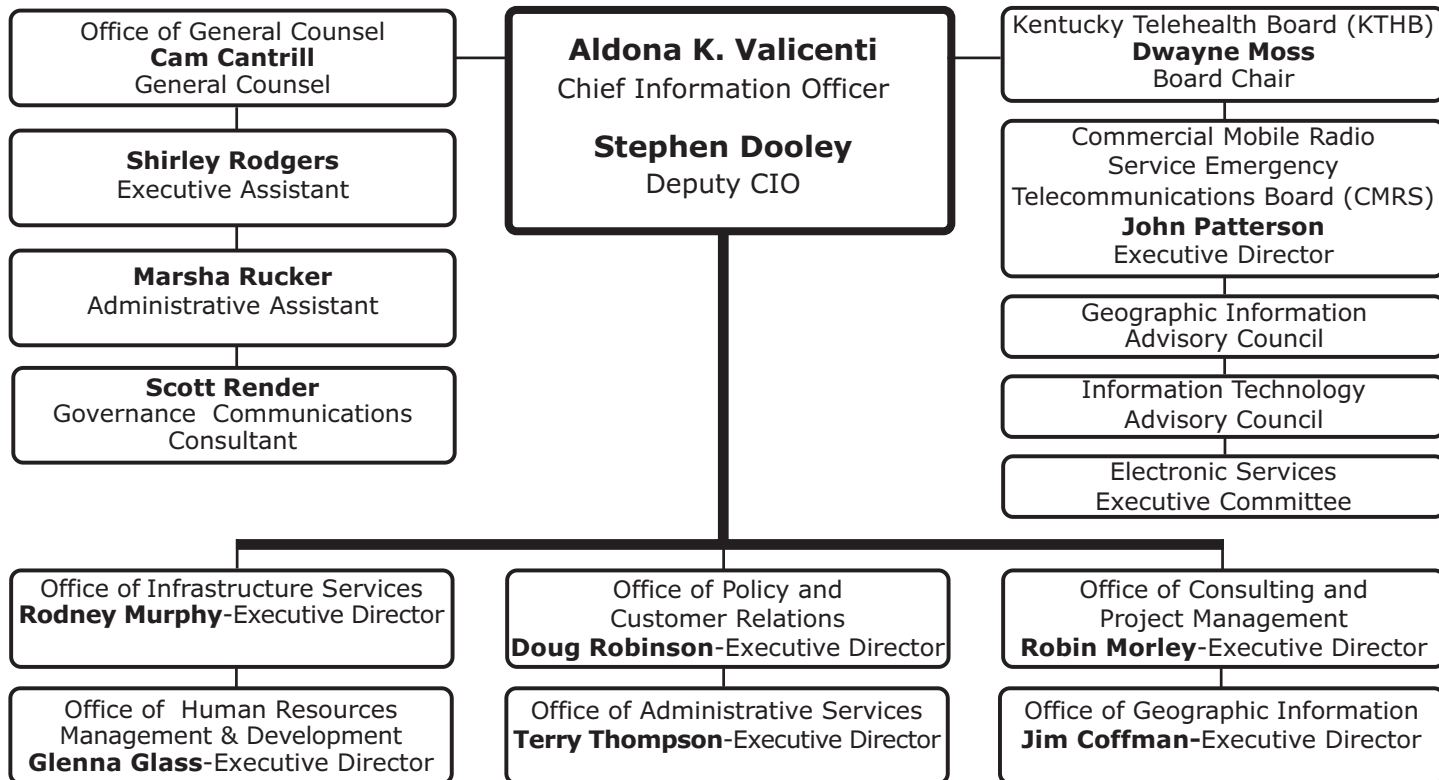- Geographical Information Systems 0%
- Other 1%
- KEWS 3%
- Consulting Services 15%
- Telecom Services 11%
- Server Support 2%
- Info Highway Services 17%
- On-line Transaction 20%
- Data Storage Services 7%
- Print Services 4%
- CPU Process Charge 20%
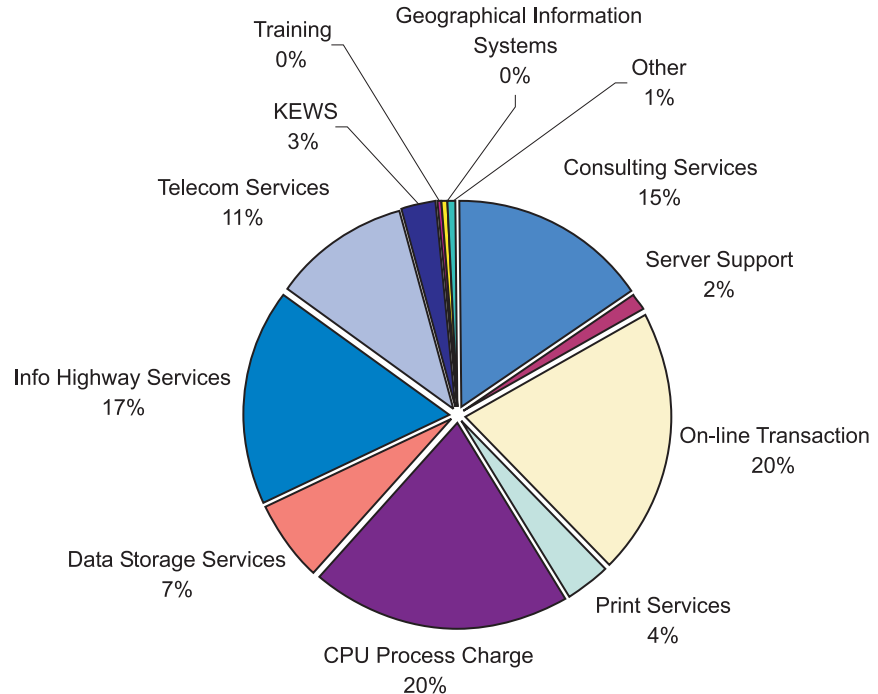
Services	11,525,933.77
Items for Resale	581,887.59
Software License and Maintenance	1,678,140.82
Communications	9,184,572.65
Training	436,776.02
Voice Communications - other charges	444,157.87
Travel	3,282.20
KY Cares Expenses	4,943.62
Total:	23,859,694.54

**PASS-THROUGH CHARGES BY SERVICE
YTD AS OF JUNE 2003**

Pie chart:
- Voice Communications - other charges 2%
- Travel 0%
- KY Cares Expenses 0%
- Training 2%
- Professional Computer Services 49%
- Communications 38%
- Software License and Maintenance 7%
- Items for Resale 2%
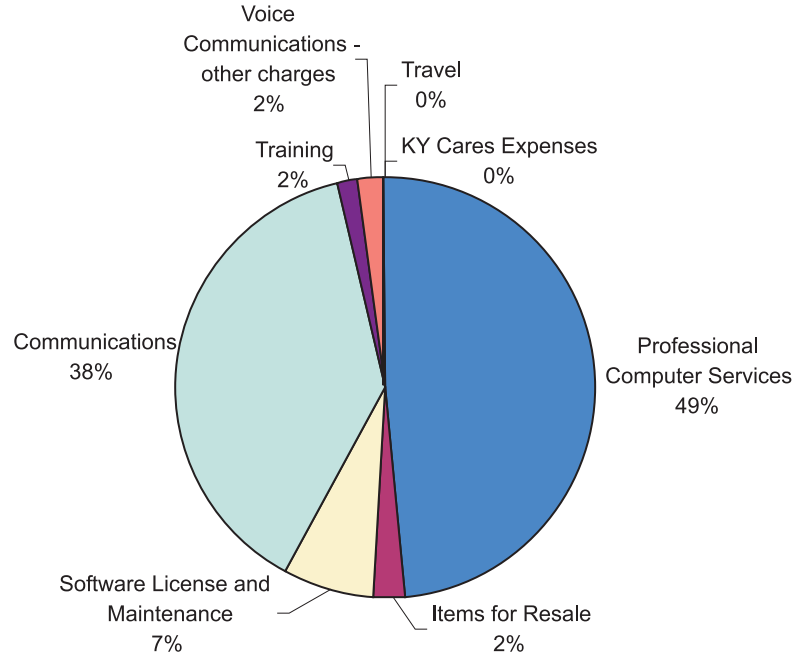
GOT Organizational Chart

Office of General Counsel **Cam Cantrill** General Counsel	**Aldona K. Valicenti** Chief Information Officer	Kentucky Telehealth Board (KTHB) **Dwayne Moss** Board Chair

Stephen Dooley Deputy CIO

Shirley Rodgers Executive Assistant

Commercial Mobile Radio Service Emergency Telecommunications Board (CMRS) **John Patterson** Executive Director

Marsha Rucker Administrative Assistant

Geographic Information Advisory Council

Scott Render Governance Communications Consultant

Information Technology Advisory Council

Electronic Services Executive Committee

Office of Infrastructure Services **Rodney Murphy**-Executive Director	Office of Policy and Customer Relations **Doug Robinson**-Executive Director	Office of Consulting and Project Management **Robin Morley**-Executive Director
Office of Human Resources Management & Development **Glenna Glass**-Executive Director	Office of Administrative Services **Terry Thompson**-Executive Director	Office of Geographic Information **Jim Coffman-**Executive Director

Spotlight

Governor's Homeland Security Summit

On November 20th, 2002, over 500 state and local officials from across Kentucky gathered in Owensboro to share ideas on Kentucky's homeland security efforts. Issues discussed included infrastructure, cyber security, public health, agri-terrorism, This first-time event was followed on November 21st by the Kentucky Long-Term Policy Research Center's Living in a Changed World: Assessing the Homeland Security Threat.

Kentucky Becomes First State in Continental U.S. to Digitally Map Waterbodies

In 2002, GOT's Office of Geographic Information helped the Commonwealth of Kentucky became the first state in the continental U.S. to complete a highly detailed digital map of its streams, rivers, and other surface waterbodies state-wide. The new 1:24,000-scale surface water digital map represents a significant improvement in mapping accuracy and is Kentucky's contribution to the National Hydrography Dataset (NHD). The new NHD allows for advanced applications in Geographic Information Systems (GIS) by creating a comprehensive hydrologic network so that all surface water can be modeled to flow from the stream headwaters to the rivers flowing out of the state. See: http://nhd.usgs.gov/

Stephen Dooley (left) from the Governor's Office for Technology (GOT) and John Penfield from the Natural Resources and Environmental Protection Cabinet (NREPC) accept a plaque from Kari Craun of the U.S. Geological Survey in recognition of Kentucky's efforts.

GOT Helps Advance Kentucky E-Government with E-Gov Portal Contract

In March of 2002, GOT and the Commonwealth signed a partnership with Kentucky Interactive, Inc., a Frankfort-based subsidiary of NIC, Inc., to offer Web portal services for the state. Through the state Web portal, http://kentucky.gov, Kentucky Interactive is deploying a self-funding model to provide the infrastructure, hosting services and design services to enhance Kentucky's online offerings. The two-year agreement includes a newly designed Commonwealth of Kentucky Website with easier navigation, content management and an improved search engine.

GOT Home Page - http://got.ky.gov

The GOT Website was redesigned to make it easier for visitors to quickly find the information they need most. In an effort to keep the site more update many of the static web pages have been replaced by pages that are dynamically driven by the GOT Website database. This database is maintained by the GOT Web portal team.

Commonwealth of Kentucky CIO Wins Award for Excellence in Technology

In June of 2003, Aldona Valicenti was among those honored by the Technology Network of the Greater Louisville Region at the second annual Top TeN Awards for Excellence in Technology. Ms. Valicenti received the award for outstanding Chief Information Officer (CIO) for her work coordinating the vision, policy and infrastructure for technology in state government. The award recognized Ms. Valicenti's achievements in one of the largest and most diverse technology environments in Kentucky, private or public.

Kentucky Ranked 2nd in Nation in Digital Democracy

The Legislative Research Commission (LRC) and the Secretary of State's office helped boost Kentucky's ranking in 2002 when it comes to technology. Their efforts to move services online- from bill tracking and video streaming of committee hearings to accessing election results and candidate information- moved Kentucky to

the top of a respected survey for state governments nationwide. GOT helped in this effort working onsuch projects as the Election Night Tally System.

The Digital State Survey, the nation's most recognized study conducted by the Center for Digital Government, in conjunction with Government Technology magazine and The Progress & Freedom Foundation, released their national ranking for Digital Democracy in 2002 and Kentucky ranked 2nd. The rankings showed a large jump for Kentucky, up from 15th in 2001.
See: http://www.centerdigitalgov.com

Boards, Councils and Committees

Kentucky TeleHealth Board
The Kentucky TeleHealth Board, administratively attached to the Governor's Office for Technology, oversees the statewide telemedicine network, known as the Kentucky TeleHealth Network (KTHN). This network provides rural Kentuckian's access to healthcare services and healthcare education through the use of interactive video telecommunications technology

There are four (4) training centers and 24 rural network sites statewide which bring needed healthcare resources to rural communities by promoting economic development, improving recruitment and retention of physicians to rural practices, strengthening the local healthcare infrastructure, and coordinating public health efforts to prepare for disasters.

Successful clinical telehealth activities include consultation services, echocardiograms of newborns, and x-ray images, CT scans, ultrasounds and MRI results reviewed by radiologists at their home. Other activities include public health educational programming and staff training.

Commercial Mobile Radio Service Board (CMRS)

The Commercial Mobile Radio Service (CMRS) Board is charged with administrating the CMRS fund for the purpose of implementing wireless emergency 911 service throughout Kentucky. The ultimate goal of the fund is to upgrade Kentucky's wireless 911 system to allow a wireless caller to be identified by their phone number and exact location.

• Wireless 911: During the Past Fiscal Year

The CMRS Board distributed $6.1 million to 911 centers in Kentucky for the support of wireless 911 services. Nine wireless carriers have received over $3 million in CMRS funds as reimbursement of their Phase I E-911 expenses. The majority of the local government funding was received by 84 enhanced 911 centers including 16 Kentucky State Police posts. Enhanced centers are those that have the ability to display the phone number and location simultaneously when a 911 call is received. Implementation of Phase I wireless 911 service has been initiated in most areas in Kentucky. Phase I wireless service is the initial service deployment for wireless 911. It displays the caller's phone number and the location of the cell tower transmitting the call. The CMRS Board has also promulgated regulations regarding the appropriate use of CMRS Funds by 911 centers and establishing an E-Payment portal which carriers will use to remit $12 million annually in surcharges to the CMRS Fund.

• Wireless 911: Looking Ahead

Wireless carriers are expected to request and receive approximately $12 million to complete Phase I service implementation and initiate Phase II service. Phase II is the final service level for wireless 911 and displays the caller's phone number and latitude and longitude coordinates designating their location. Phase II is scheduled to be universally deployed in Kentucky and throughout the nation by the end of 2005. To guide the development of the geospatial datasets necessary to fully implement Phase II service, the CMRS Board will promulgate a regulation that requires participating 911 centers to collect and submit mapping data for each jurisdiction in Kentucky. These local datasets will be integrated with each other and made available to all government agencies for not only wireless E-911, but also for public safety, homeland security, and general government service delivery.

Geographic Information Advisory Council (GIAC)

GIAC is an advisory body composed of twenty-six members representing major state agencies, local governments,

and professional organizations. There is also a non-voting legislative liaison appointed by the Legislative Research Commission. GIAC is responsible for:

- Advising the CIO, Governor's Office for Technology, and other state and local government agencies on geographic information system (GIS) issues.
- Developing and adopting geospatial policies and standards.
- Encouraging the coordination of GIS programs to minimize redundancy in database creation and maintenance.
- Promoting education, training, and other activities to bring the GIS community together (such as the annual conference).
- Promoting awareness and expansion of GIS as an everyday tool for governments, businesses, and citizens.

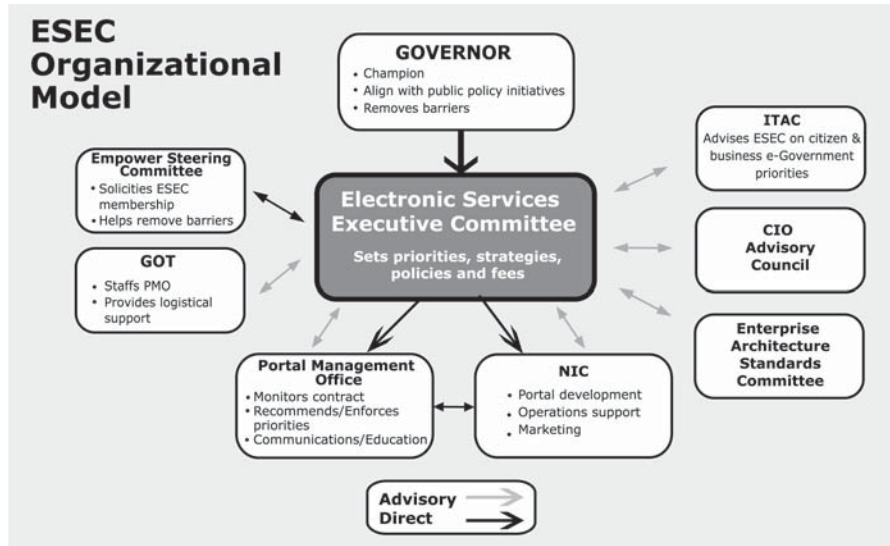## Information Technology Advisory Council (ITAC)

The Governor's Office for Technology formed the Kentucky Technology Advisory Council in 2001. The council, representing legislators and citizens who work in technology roles throughout Kentucky, is helping guide GOT in making smarter decisions related to technology for the Commonwealth.

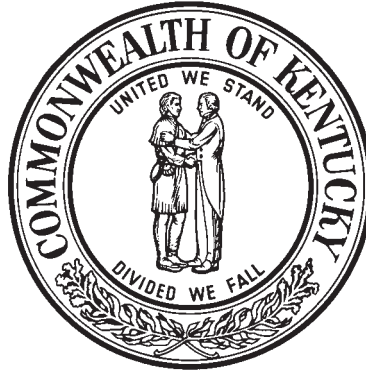## Kentucky Wireless Interoperability Executive Committee

In the 2003 General Assembly, the Kentucky Wireless Interoperability Executive Committee was formed from state and local first responders, working in the areas of voice and data communication. The committee's main goal is to improve how emergency responders communicate in an emergency. The committee's recommendations are given to the state's chief information officer and reported to the legislature annually.

Electronic Services Executive Committee (ESEC)

The EMPOWER Kentucky Steering Team chartered the Electronic Services Executive Committee (ESEC) as a working level committee. In order to ensure success for the Commonwealth's Internet Portal (http://kentucky.gov) ESEC is responsible for providing vision and leadership to promote secure, convenient and cost effective electronic delivery of Commonwealth services for citizens, regulated constituents and business.